



02-28-00

A

Case No. DT-86 (50514)

CERTIFICATE OF MAILING BY "EXPRESS MAIL"  
EL51417204945

"EXPRESS MAIL" MAILING LABEL NUMBER

DATE OF DEPOSIT February 25, 2000

**ASSISTANT COMMISSIONER FOR PATENTS  
WASHINGTON, DC 20231**

I HEREBY CERTIFY THAT THIS PAPER OR FEE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE "EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE UNDER 37 CFR 1.10 ON THE DATE INDICATED ABOVE AND IS ADDRESSED TO THE COMMISSIONER OF PATENTS AND TRADEMARKS, WASHINGTON, D. C. 20031

Transmitted herewith for filing is the patent application of:

Mary Ann Russell  
(TYPED OR PRINTED NAME OF PERSON MAILING PAPER OR FEE)  
Mary Ann Russell  
(SIGNATURE OF PERSON MAILING PAPER OR FEE)

Inventors: **JUDKINS ET AL.**

For: **INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS**

**Enclosed are:**

- ☒ Patent Application: 85 pages, 18 claims.
- ☒ 48 sheets of drawings.
- ☒ Citation Under 37 CFR 1.97 and PTO-1449.



Declaration and Filing Fee **NOT ENCLOSED.**

☒ Name, Address and Citizenship of Inventor(s) is as follows:

**J. Andrew JUDKINS, 1482 North 600 West, Centerville, Utah 84014  
Citizen of United States**

**Michael SHELTON, 1688 Parkridge Drive, Salt Lake City, Utah 84121  
Citizen of United States**

**David PETERSON, 1020 North 100 East, Pleasant Grove, Utah 84062  
Citizen of United States**

**PLEASE ADDRESS ALL CORRESPONDENCE TO ATTORNEY OF RECORD**

Date: February 25, 2000

**RICHARD K. WARTHER**  
Reg. No. 32,180  
Allen, Dyer, Doppelt, Milbrath & Gilchrist, P.A.  
255 S. Orange Avenue, Suite 1401  
P.O. Box 3791  
Orlando, Florida 32802-3791  
Phone: (407) 841-2330